

BUREAU OF



INFORMATION SERVICES

NEWSLETTER

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**OUR GOAL IS TO PROVIDE HIGH QUALITY INFORMATION SERVICES IN A
PROFESSIONAL MANNER THROUGH A RESPONSIVE PARTNERSHIP WITH OUR CUSTOMERS**

TQM Gaining Momentum in BIS

BY DICK HINKLEY

This year has seen the TQM juggernaut steadily picking up speed throughout Maine State Government, including our own Bureau. Recent weeks and months have seen consistent progress made from questions such as "What is TQM anyway?" to "When do we get going?" In fact, a few of our colleagues are already involved in TQM projects while many more of us have been trained and will soon be involved. I want to provide an update here on some of the Bureau activities to supplement what Art Henry provided in last month's BIS Newsletter.

Training has certainly been the most active element of TQM this year to date. Starting the first week in January, managers throughout the State heard Bill Conway describe a *fasttrack* approach. Others, such as our own **Mary Irish** and **Stephanie**

Parker, went through an intensive two days of Conway training that same week. That effort has led to our Operations' CSSU team embarking on our own Bureau's first active, fledgling flight out of the nest and into TQM territory.

In April and May our department conducted its own TQM awareness sessions at the Civic Center where most every departmental employee received exposure to TQM from **Brian Warren** and from our own departmental co-workers who spearheaded some of our early efforts. A more intensive two-day training session was held for most of the department's managers and supervisors on May 16-17. This was essentially a repeat of the training provided by Bill Conway in January except that it was focused on our own department.

Now that our Bureau TQM Council has been formed, it has held its first three half-day training sessions. At these workshops and the regular sessions now being held, the sixteen council members began to define its role in the way we want to handle TQM in BIS, to get to know one another better in this new role, and to lay the foundation of the teamwork we'll need to work effectively together. The Council is now working on the Bureau's vision and values and, frankly, continuing to learn more about TQM and how we should best utilize it. Just as a reminder, each of the Council members should be keep-

continued on page 2

LOWER THE BOOM ON GLOOM AND DOOM

BY TOVA STARBIRD

Reprinted with permission from *The Pryor Report*, Vol. 10, No. 9, May 1994.

Workshop leader Wolf Rinke has found over the years that the minute he proposes an innovative idea, a new business venture, a great idea for an outing, or anything else that is different, some people will comment that it won't work, can't be done, is not feasible, or is too risky.

This type of naysaying advice used to slow him down, make him cautious and cause him to worry and focus on possible problems.

Before he knew it, he had joined the also-rans and given up on what might have been a million dollar idea.

Not any more. Rinke has developed a simple strategy for responding to a gloom and doom comment, "I appreciate your concern. Have you ever done this before?"

If the answer is no, he thanks the person for his/her interest and ignores the advice.

If the answer is yes, he listens attentively, so he learns from the other's mistakes.

Rinke firmly believes that "the only people who have taken the journey and who have experienced the risks are able to provide meaningful advice. Most of the rest want to be sure that you remain one level below them, so they can feel okay."

SOURCENOTE: Wolf J. Rinke, *Making It a Winning Life: Success Strategies for Life, Love and Business*, (1992), Achievement Publishers, P.O. Box 5640, Rockville, MD 20855, \$24.95.

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TQM Momentum, continued

ing their respective section apprised of happenings. But, please never hesitate to approach any one of the Council members at any time if you have questions, suggestions and the like.

And there is yet more training scheduled. A one day session, compressed from the two-day Conway workshop, will be held three times in May and June for three different groups. We hope that at least another sixty BIS colleagues will be able to attend these workshops. And, on June 13-15, we will have five people attend special training at a Team Leader/Facilitators Workshop.

Training, training, training. Will we ever actually do anything? Of course. Aside from the sixteen BIS Council members, others are also already involved - some for months. **Art Henry, Roger Quirion and Bob Tremaine** are active participants on our departmental council. Art also serves on the statewide Communications PAT (Process Action Team) which is looking into ways of improving communications between us all. **Mike Blodgett** is serving on a similar PAT within our own department, while **Bruce Carver and Tim Coffin** are on a departmental PAT which is looking at ways of uniformly handling our Time and Attendance process in DAFS. **Val Wood** is on a PAT working on ways to improve the database design process from the conceptual to the physical phase. **Nancy Davis** is on the Telephone Communications PAT whose aim is to provide recommendations and implement strategy for cost containment for Public Safety. And, as mentioned earlier, the Operations CSSU group is working on improving work directly in BIS.

Despite the intensifying training effort, not everyone in our Bureau or in our Department has been trained or will be trained immediately. There will be still more to do to ensure that every single person gets at least some training in the TQM process. Yet, while this training is a vital building block in our foundation of TQM success, most of our learning will come from doing.

As Art mentioned last month, we will make our mistakes, but we will learn from them. It will take time, but patience and perseverance will pay enormous dividends. We will discover weaknesses about ourselves that may be difficult to accept sometimes, but we will grow stronger and become even more effective because we faced up to and improved the process. We will find new and more exciting ways to work with ourselves and our customers.

The prospects of what we can accomplish together are truly exciting, since opportunities like this don't come around often in a person's lifetime. That's the reason BIS can dovetail TQM with our Customer Service work and provide results perhaps even beyond what we can imagine. By working together we can accomplish some great things and feel much more satisfied about ourselves and our organization, not to mention improving our customers' satisfaction as well.



SECURITY BEAT

BY BOB WITHAM JR.



When we think of computer security, we tend to think of protection of data from unauthorized individuals, a lock on the computer room door, and anti-virus software. If we were to take a survey of people, and ask exactly what data we need to protect, the general response might be something along the lines of "all of our information is public unless specifically protected by law." There are people who view the protection of data as something that is not always necessary, and then there are people like me who believe it is necessary to protect all data, regardless of any legal requirement one way or the other.

Just because information is "public," does not mean that it is uncon-

trolled. We still have a responsibility to the people of the State of Maine to act as information trustees, and to ensure the accuracy and integrity of any information entrusted to us. To what extent do we take this, however? How much is "enough" protection, and how much is "too much?" How do we determine what to protect, and how?

The first step in any good data protection scheme is to define what the data is, and what it means. We also need to make a distinction between "data" and "information." Data is bits and pieces of numbers or characters which in and of themselves have no meaning. For example, the number 207 in and of itself has no meaning. It could be a quantity of something, an identification number, or, as most of you have probably assumed, a telephone area code. Now, if I were to write "207 widgets to be shipped Tuesday," we have information. This has meaning and is something that we can use and act on. The bits of data now have meaning, and have been assembled into information.

It is our task, as state employees, to ensure that people have access to the information necessary for them to make informed decisions. The reason for protecting data then becomes not to prevent people from obtaining data, but to ensure that they have accurate information, and not bits and pieces of data that might be misinterpreted. You've all heard that "figures don't lie, but liars figure." Well, the way this is done is to use figures out of context, and not in relation to all of the information. This is the danger we need to protect against.

Most of the data we have is public information, but this does not mean unrestricted access. We must be sure that when someone gets a piece of data, all of the information is provided. By restricting access, we can be assured the accuracy of that information by restricting updates to the data. Information security is not just keeping the bad guys out, it is also making sure that the good guys get accurate, reliable information.

INTERNET AT THE STATE OF MAINE

BY DAVE MILLER

By now, everyone has probably heard something about the State's Internet connection. I'd like to take this opportunity to describe where we are now with the Internet.

What is the Internet? The Internet is a worldwide collection of computer networks. It isn't owned, run, operated, regulated, or maintained by any organization or agency. This is its greatest feature, and its greatest limitation. It is a feature because any new service or idea or facility can be added and utilized by everyone with no red tape. Many of the new features have been added on this way. It is a limitation because with no central authority there can be no authoritative guide, or resource list. Indeed, the biggest problem on the 'net is finding what you know is out there.

Usage of the Internet has been growing at an exponential rate for many years, and shows no signs of slowing down. As more and more people, like many State employees, learn to use it, others hear of it and want access. It appears to be the foundation for the Clinton administration's National Information Infrastructure, or Data Superhighway as it's more often called.

So what's this Internet good for? It's great for communicating with other computer users, e-mail being the simplest and most common method. E-mail can be exchanged with any Internet e-mail account in the world. News is another common use: Usenet (Internet news) has around 4000 different categories ranging from the environment (talk.environment, sci.environment) to the lighter side (rec.humor) to very technical groups (comp.databases.theory, sci.physics). Of course, you can always telnet to any other host on the network that will give you an account, and you can send or retrieve files with FTP. There are literally hundreds of gigabytes of software and data available: the hard part is learning where to look for what you want. Many

users are already accessing *ursus*, the University of Maine library system, as well as other university resources. Others retrieve the latest bug-fixes and updates, such as Novell patches from novell.com.

DDP currently has a system attached to the Internet, called *gatekeeper*. This is a unix system, and people using it are by necessity unix users. This is not expected to always be the case, so if the idea of using unix is intimidating to you, wait a while. Using *gatekeeper*, e-mail can be easily sent and received with a program called "pine," and news can be read with "tin." FTP and telnet are available, and work exactly as in the many guides to using the Internet.

DDP is working toward an easy-to-use interface, such as *mosaic*, that makes it easier for users to use the Internet. This will make the services available to the PC on your desktop, and eliminate having to be a unix user.

If you want to connect to the Internet, you will need access to the WAN, and have some sort of *tnvtxxx* program on your system. If you are not intimidated by being a unix user and would like an account on *gatekeeper*, call the help desk at 287-4800 or CCHelp for more information.



PUBLIC ACCESS WORK GROUP

BY MARY CLOUTIER

A subcommittee of the Information Services Policy Board (ISPB), representing the Legislature, Maine State Library, Maine State Housing Authority, Secretary of State, Workers' Compensation Board, Maine State Museum, Departments of Administrative and Financial Services, Labor (DOL), Human Services, Environmental Protection (DEP), Transportation, Mental Health and Mental Retardation, and Economic and Community Development, has been established.

It will develop short and long term strategies for how agencies can work cooperatively to improve information and services access for Maine's people. The level of interest and cooperation among the participants has been gratifying. The Public Access Work Group met twice during April, and again on May 19. ISPB chair Mary Lou Dyer appointed Ron Dolan (DEP) and Steve Campana (DOL) to lead the group.

Initially, the group's strategy to improve access involves submission of a grant request for matching federal funds from the National Telecommunications and Information Administration. A team composed of representatives from DOL, DEP, Human Services (Women, Infants and Children WIC program) and Secretary of State, supported by BIS, submitted a proposal on May 10. The grant application included letters of support from Governor McKernan, ISPB chair Dyer, Secretary of State Diamond, and the three Public Utilities commissioners.

The group's focus is on deploying a network of kiosks (supported by our wide area network), which will be placed in public locations throughout the State. These kiosks will initially deliver Labor's Job Match services (including Human Resources' open recruitment jobs) and WIC information. Further, these publicly accessed, touch screen systems will establish a technical platform and guidelines for inclusion of additional agencies' data (DEP permit status and Bureau of Motor Vehicles licensing and registration information are anticipated to be the next systems to be accessed via the kiosks).

During a May goal setting session, the ISPB decided to invite members of the Public Access Work Group to its June 9 meeting to further discuss the Board's goals for expanded access to Maine State services and information. For further information, contact Mary Cloutier at OfficeVision address CCMCLOU, or call 287-6434.



WORDPERFECT USERS GROUP MEETING

The WordPerfect Users Group met on April 26, 1994. Over 100 people attended this special program sponsored by 800-Software and WordPerfect Corporation. The topic of this meeting was Tips & Techniques for WordPerfect 6.0 Windows and DOS versions. Catherine Waldron from WordPerfect Corporation presented an informative program filled with tips on each product. Snacks and lunch were provided by 800-Software. Special thanks to **John Hastings** for all of his work in pulling this special meeting together.

Did you know that you can customize the Status Bar (at the bottom of the screen) in WordPerfect 6.0 for Windows? Just click on File, select Preferences, choose Status Bar, then make all the changes you desire. If you put the date on your Status Bar you can double click on the date and the current date is inserted in your document at your cursor position. If you need to Go To a particular page in a document or need to reposition your cursor on the page you can double click on the Page Number box in the Status Bar and the Go To dialog box appears.

WordPerfect 6.0 for DOS comes with some new character sets for frequently used symbols. You can insert the trademark symbol by pressing Control - A and then typing TM. This feature is case sensitive. You can also use the copyright symbol © by pressing Control - A and typing OC. Another fun feature of WordPerfect 6.0 for DOS is the ability to change the Dot Leader character from a "." to any character you choose. To make this change open the Layout menu, select Character, then choose Dot Leader Character. Press Control - W to open the WordPerfect character dialog box. Make your selection and return to your document. Press Alt - F6 twice to get a string of the new dot leader across the page.

These are just a few of the tips presented at the WordPerfect Users Group meeting. We hope to invite Catherine Waldron back to present at another Users Group meeting in the future. If you have any topics you would like to see presented or if you are interested in presenting a topic to the group please contact Karen Knox at 624-7837 or OfficeVision ISKKNOX.

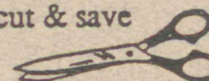


MICROCOMPUTER TRAINING NEWS

Classes for May, June, and July are filling fast. All of the Introduction to Windows, Introduction to Microcomputers & MS-DOS, MS-DOS Configuration & Batch Files, Introduction to Word Processing Using WordPerfect 5.1 DOS, Intermediate Lotus, and Introduction to WordPerfect 6.0 for Windows classes are full. There are a few openings for Introduction to WordPerfect 5.1 for Experienced Word Processors on July 26 and Introduction to dBase III+, and Introduction to dBase IV. Please contact Karen Knox at 624-7837 or OfficeVision at ISKKNOX for more scheduling information.

If you are interested in joining the training team please contact Karen Knox at 624-7837 or OfficeVision at ISKKNOX. Trainers are needed for all courses and especially WordPerfect 5.1, 6.0 (both versions) Lotus, and dBase IV.

cut & save



1994 BIS SOFTBALL SCHEDULE

Date	Team	Location	Date	Team	Location
May 12-Thur	Practice Session	Jewett	July 26-Tue	D.E.P.	Jewett
19-Thur	D.E.P.	Jewett	28-Thur	B.P.I.	Jewett
26-Thur	P.U.C.	Jewett	Aug 04-Thur	Cultural Services	Jewett
June 02-Thur	M.S.H.A.	Jewett	09-Tue	Attorney General	HallDale
09-Thur	C.M.P.R.C.	Jewett	11-Thur	Taxation	HallDale
16-Thur	Education	Jewett	18-Thur	D.H.S. Rehab Loons	Jewett
23-Thur	D.H.S. Central	Jewett	22-Mon	Labor	Digital
30-Thur	D.H.S. S.E.L.U.	Jewett	25-Thur	Agriculture	Jewett
July 06-Wed	Education	Hodgkins	29-Mon	Labor	Digital
14-Thur	D.O.T.	Jewett	Sept 01-Thur	D.H.S. Bur. of Health	Jewett
21-Thur	D.H.S. Bur. of Health	Jewett	07-Wed	M.S.H.A.	Hodgkins

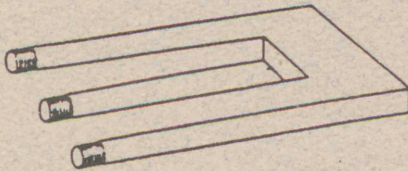
* All games begin at 6:00 PM

* Tournament tentatively scheduled for Sept. 10 & 11

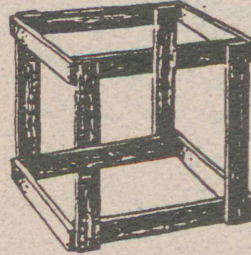
SEEING IS BELIEVING?



Does this widget (which looks like a tool, but isn't) have two prongs or three? There isn't any answer, because if you look at one end you see three prongs; but if you look at the other end you see one slot, so there seems to be only two prongs, one on each end of the slot! Until you decide what the widget is, put it in the crazy crate next to it!



A three-pronged, one-slot widget.



Crazy crate for carrying widgets and other undecidable objects.

OPEN HOUSE

The new contracts for ergonomic seating have been finalized. There will be an Open House on June 21 from 9:00 AM to 3:00 PM at the State Office Building in room 113. Vendors will be there to demonstrate their seating products and to answer any questions.



This month's DB2 tip is courtesy of Platinum Technology's Monthly Tip.

Problem: How do I know whether to define a column as VARCHAR or just a plain CHAR column type that is big enough for my largest potential value?

Solution: CPU cycles are traded off for DASD space when variable length columns are used. Two bytes precede every variable length column which contain the actual length of that occurrence of the column. Do not even consider using VARCHAR for a column if:

- The space saved by using VARCHAR is insufficient to allow at least one additional row to be stored on a page. Enough space is saved if the average savings per row for all VARCHAR columns multiplied by the number of rows on the page is less than the maximum size of one row minus the available freespace on the page.
- There is no significant variance between the average column size and the maximum column size. The total number of rows in the table should also be considered

here. Again, the amount of DASD that is saved would not justify making the column variable length.

Remember that if a column is defined as variable length:

- Variable length columns save DASD, but do not save virtual storage.
- Generally, variable length columns should be placed after the fixed length columns in a row definition for system performance improvement.
- If a fixed length column is updated frequently, however, consideration should be given to placing the variable length column before that fixed length column because of

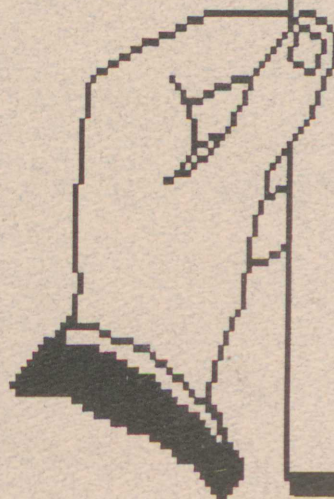
the logging impact.

- Only one row will be placed on each page in the tablespace when a column is defined as LONG VARCHAR. Also, you cannot ALTER the table to add a column if that table has a LONG VARCHAR column in it.

All of these factors should be considered before assigning the VARCHAR data type to columns that may vary in size. The differences in DASD use versus system performance can be tremendous, especially when a table has a large number of rows.

(Originally published March 1989 for DB2®V2R1)

Next Month: More from Platinum



CALENDAR OF EVENTS FOR MAY

- Thursdays - IBM Users Meeting, State Office Bldg., Room 414 9:30
- 2nd Technical Coordinator Meeting, State Office Bldg., B8
- 9th DOS User Group Meeting
- 9th ISPB Meeting, Gov. Cabinet Room, 9-11:30
- 16th BIS Newsletter Editorial Board Meeting, B8 at 1:00 PM

Thomas Maher

BY JANEY BARTON

"There's always a way to do it," says **Thomas Maher**. "We just have to find a way." He says his grandmother taught him this nothing-is-impossible philosophy. Tom was raised by his grandparents in Warwick, Rhode Island, and graduated from Warwick Veteran Memorial High School.

He began work at age fourteen, installing radios in police cars. While still in his teens, he ran a bicycle sales and repair shop. Later he worked in auto sales and repair. Finally, he began installing telecommunications equipment for several companies before coming to work here.

Tom has worked for almost two years as a telecommunications technician for Telecommunications Division (Telco). He installs telecommunications equipment and manages PBXs (telecommunications devices for whole buildings).

Etna is home for Tom and his wife, Elizabeth Langford. She is a telecommuter, who works as a computer operator. They have recently begun the process of adopting a four-year-old boy. Tom is delighted to be a father and proud of his new son. The

family also has some pets: Truda, a ten-year-old German Shepherd, and three cats, named Bob, Tabby, and Spock.

Computers are a hobby for Tom, and he has a specific interest in virtual reality and leading edge technology. Other activities which occupy his time are serving as an MSEA shop steward and as chairman of the town planning board. He's helping computerize the Etna town office. Tom is a member of the National Rifle Association and enjoys target shooting with rifles and handguns. He's also a "junk" collector of things such as comic books, antique paperweights, small Chinese statuary, and a souvenir train set from the Edaville Railroad in Rhode Is-



land. Tom's an organic vegetable gardener with a particular passion for huge pumpkins.

Tom has lived in four of the six New England states: Maine, Massachusetts, Connecticut, and Rhode Island. He would like to travel abroad someday and visit Australia and the Scandinavian countries.

Some thoughts from Tom: "I work with a great bunch of people. The help we give each other makes everyone's job that much easier."

TRANSITIONS

Kevin Francis has resigned from State service.

Jeanne Sonia, Data Control Specialist in Business Operations, is leaving Telco for a new job in the Department of Education effective May 30.

QUOTE OF THE MONTH

A thousand words will not leave so deep an impression as one deed.

Henrik Ibsen



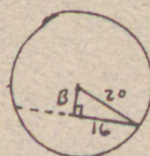
Puzzle/Trivia Challenge

February's trivia challenge:

Name the last number one single for the Beatles.

The answer to last month's trivia challenge was 12. Use the Pythagorean Theorem to solve using the following diagram:

$$\begin{aligned} C^2 &= A^2 + B^2 \\ 20^2 &= 16^2 + B^2 \\ 400 &= 256 + B^2 \\ 144 &= B^2 \\ 12 &= B \end{aligned}$$



Tom Yori from DDP was the winner of last month's Pat's Pizza certificate. Congratulations, Tom!

Contact Barbara Buck at 287-3631 with your answer. She will take your name and telephone number if your answer is correct. One name will be drawn from all the correct answers and that person will win a certificate from Pats Pizza for a FREE pizza. All answers must be in to Barbara no later than the 15th of each month.

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